

Mayor's Night Out

Northwest Center Region

November 30, 2009



Mayor's Night Out

Northwest Center Region

- Process Improvement
 - Equal Opportunity
 - 96 Gallon Carts
- Sustainability
- Customer Service
 - MAC Outbound Call Project
- Crime Trends



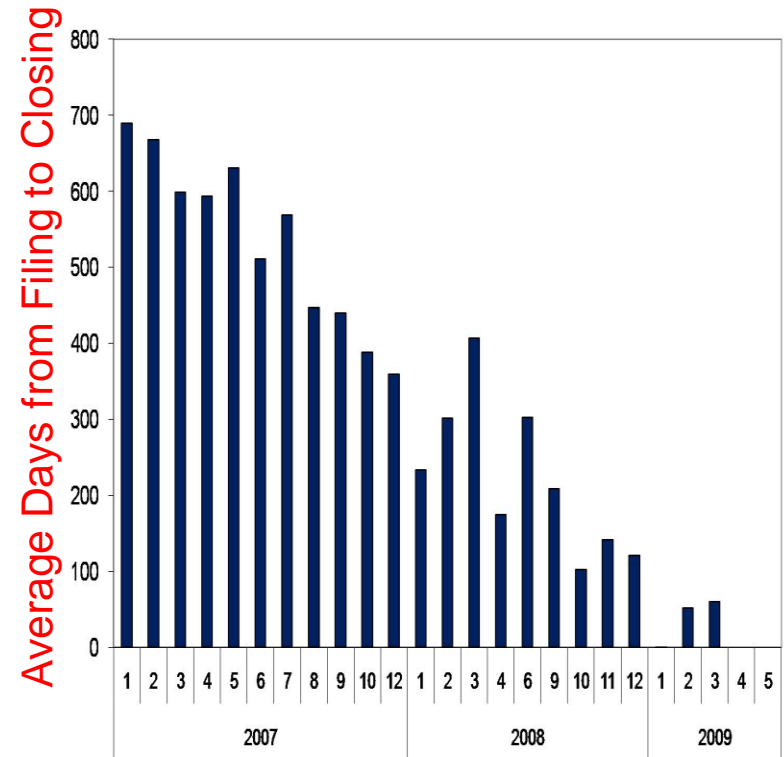
Equal Opportunity

Challenge

- Backlog of more than 200 Equal Opportunity cases some dating back to 2003

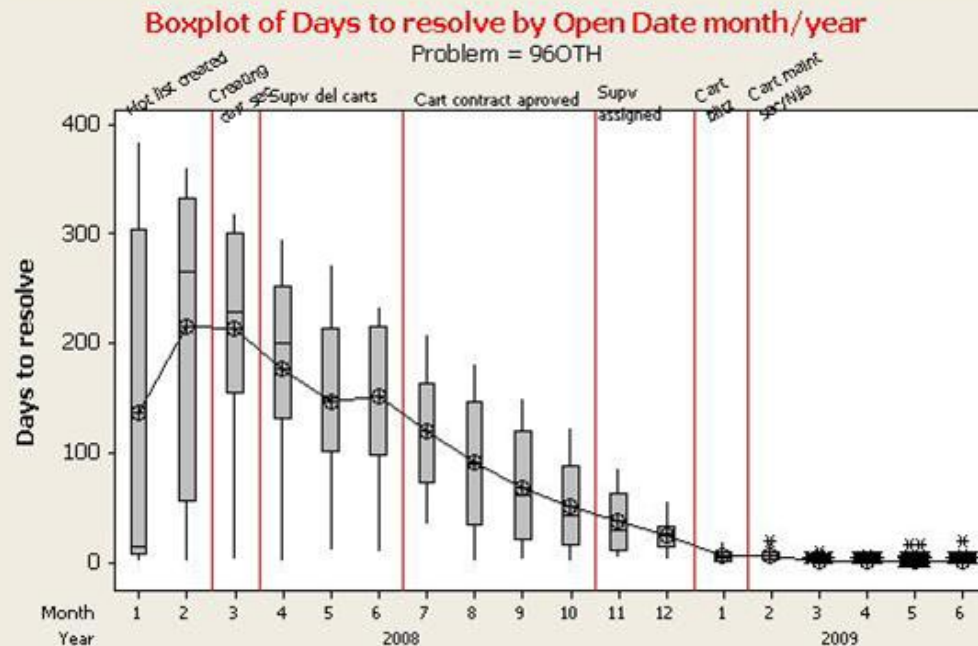
Solutions

- The Equal Opportunity Division was moved to the Office of Corporation Counsel in 2008
- Full-time staff of three, devoted entirely to the complaint adjudication process
- Backlog is now zero



Six Sigma

- 98.8 percent reduction in cycle time for replacing carts from 142 days to 1.7 days
- 98.8 percent reduction in cycle time for new carts from 120 days to 1.5 days



Sustainability

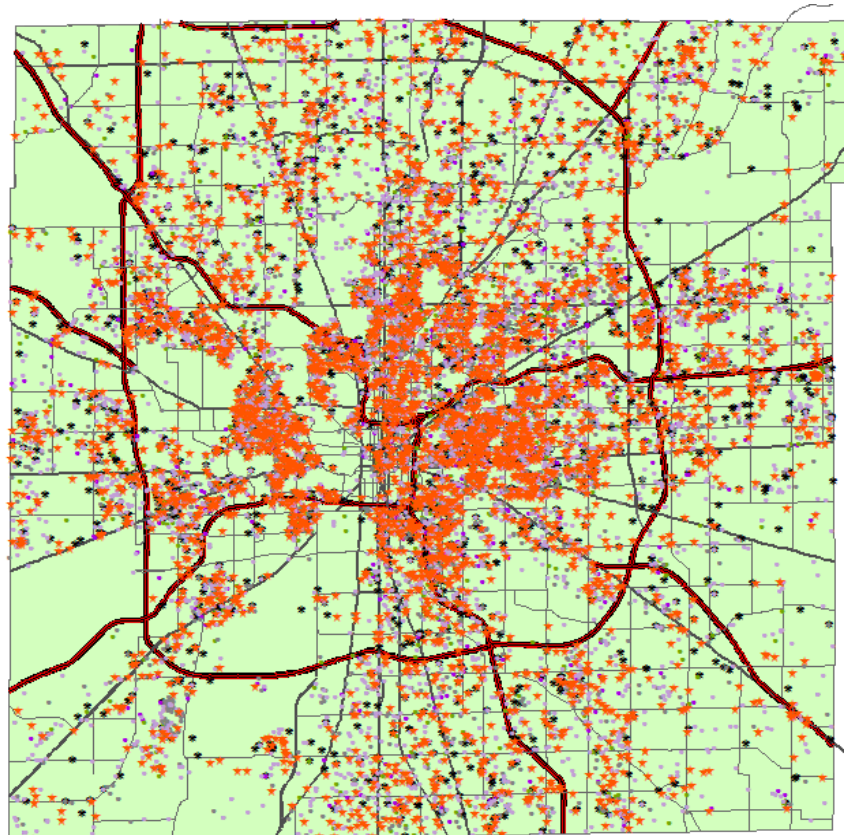
- Saving money through building retrofit projects
- Deploying smart use of hybrid vehicles in fleet purchases
- Changing traffic signals to energy efficient bulbs
- Designating bike lanes throughout our city
- Established a transit task force, headed by Al Hubbard and Mark Miles, to formulate a plan for the best use of mass transit in Central Indiana



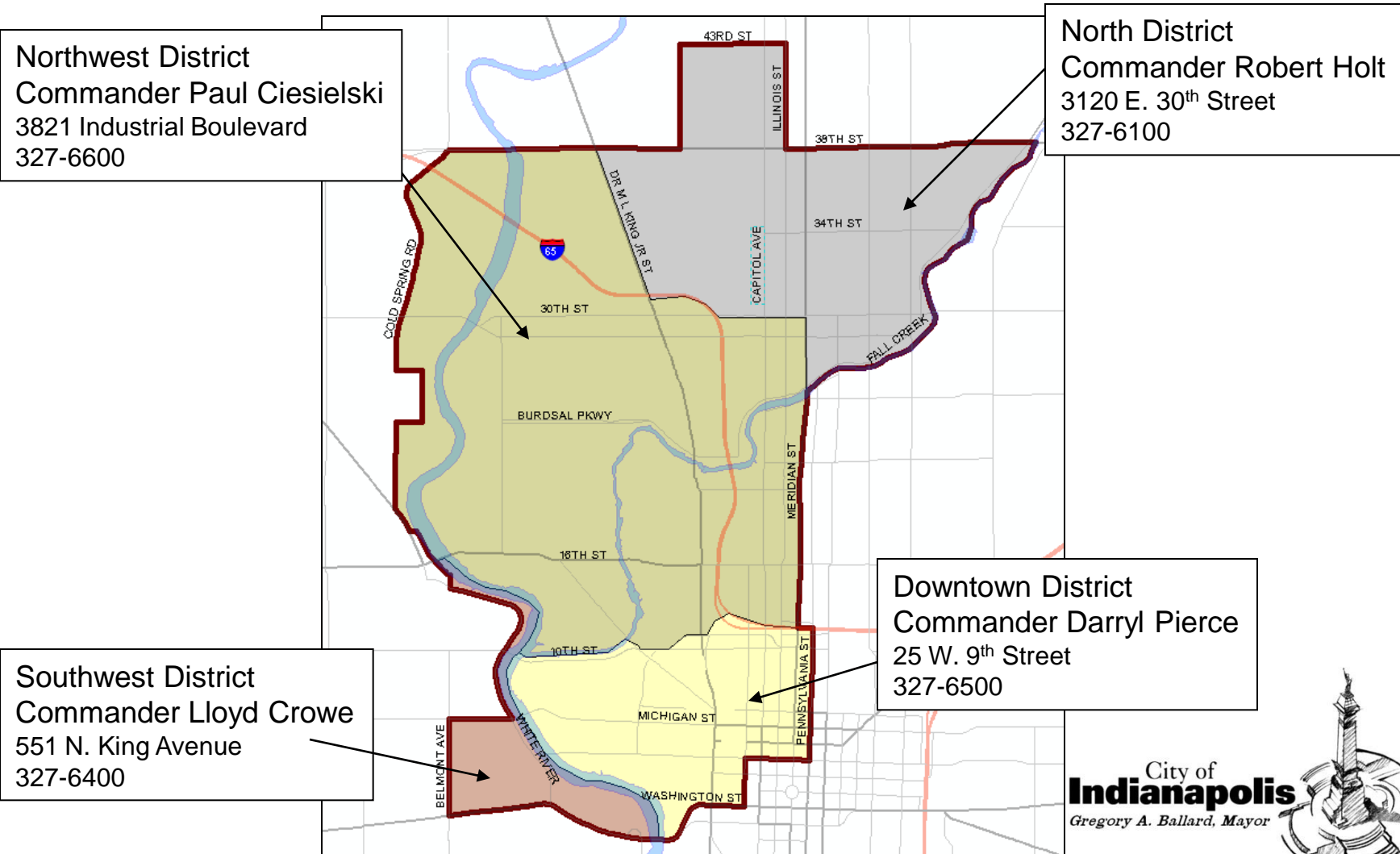
Improving Customer Service

Mayor's Action Center - Outbound Call Project

- Contacting citizens with service request closure
- More than 25,000 calls made thus far



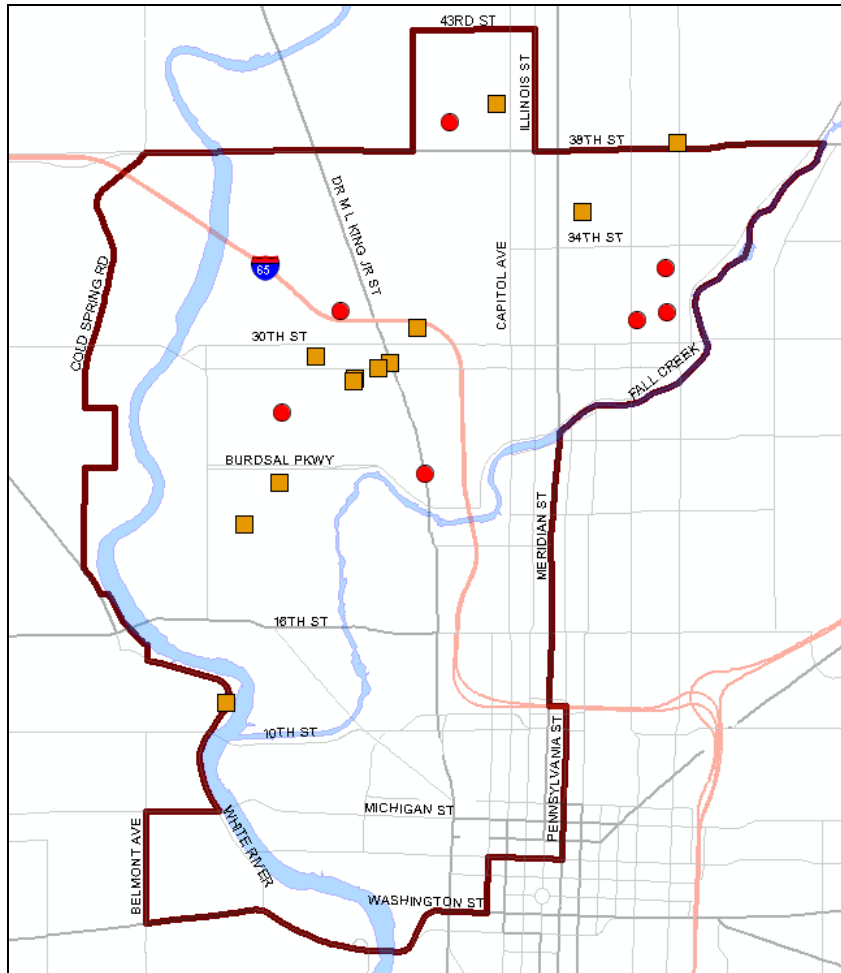
IMPD Districts In Your Region



City of
Indianapolis
Gregory A. Ballard, Mayor



Criminal Homicides: Jan – Oct 2008 v Jan – Oct 2009



Legend:

Jan - Oct 2009 Homicides 7



Jan - Oct 2008 Homicides 12



Prepared by IMPD Chief's Office based on Crime Analysis GIS Homicide file

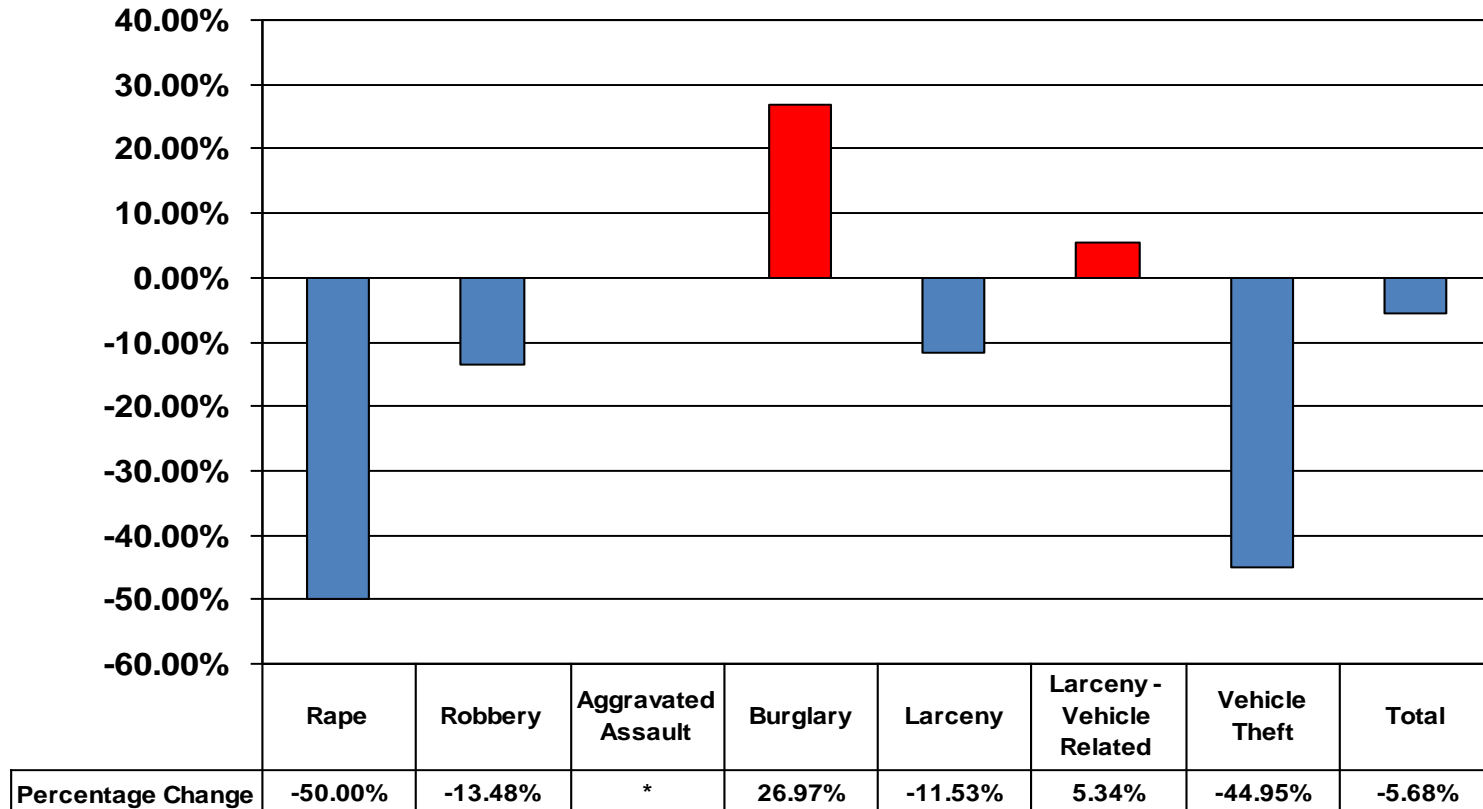
City of
Indianapolis
Gregory A. Ballard, Mayor



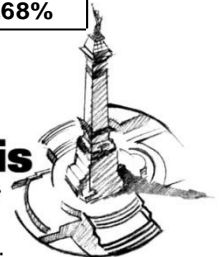
Crime Trends - Northwest Center Region

July – September 2008 v. July - September 2009

Percentage Difference



City of
Indianapolis
Gregory A. Ballard, Mayor



* Prepared by IMPD Chief's Office based on **preliminary** incident reports prior to UCR reclassification.
 * Aggravated Assaults are not classified reliably in the preliminary data and have been excluded from this analysis.

Police Strategies

IMPD

- Proactive Police Patrols
 - Directed patrols focusing on current hot spots
 - Targeted walking, bicycle, and mounted patrols
 - Bus stop patrols
 - Field roll calls for high visibility
 - Open-air illegal drug trade targeted
 - Violent offenders identified and monitored
 - Probation, truancy, warrant, and prostitution sweeps
 - Focus on abandoned homes
 - Elimination of cruising along 38th St.



Police Outreach

IMPD

- Community Outreach and Involvement
 - Close interaction with schools and churches
 - Stronger relationships with neighborhood associations
 - Monthly Task Force meetings
 - Officer attendance at Neighborhood CrimeWatch meetings
 - Establishment of 38th Street business/community group
 - Annual District Community Days
 - Crime Email updates
 - Broadcast of crime and suspect details to subscribers
 - Immediate response to neighborhood crime complaints



Question and Answers with Mayor Ballard

